



## Return Instruction

### Non-defective Returns

- Any product returns without Return Authorization Number ( RMA # ) will not be accepted.
- All non-defective returns must be in resalable condition and in its original packaging.
- A 20% restocking fee will apply for all non-defective returns.
- Non-defective returns are only accepted within 180 days from the invoice date.
- Credit will be issued after the product has been received and inspected.
- Customer is responsible for all shipping charge occurred on the return.

### Defective product returns

- Any Any defective return without Return Authorization Number ( RMA# ) will not be accepted.
- Please contact our sales department or RMA team to complete a RMA Request Form. You can also download the RMA Request Form from [www.goaster.com/us/customer-forms-us.jsp](http://www.goaster.com/us/customer-forms-us.jsp)
- Upon received and inspection of the products, credit and products can be issued and exchanged.
- Any returns with more than 70% of Toner usage will not qualify for a refund.
- Aster's lot number and invoice number are required for all returns.defective return without Return Authorization Number ( RMA# ) will not be accepted.
- Please contact our sales department or RMA team to complete a RMA Request Form. You can also download the RMA Request Form from [www.goaster.com/us/customer-forms-us.jsp](http://www.goaster.com/us/customer-forms-us.jsp)
- Upon received and inspection of the products, credit and products can be issued and exchanged.
- Any returns with more than 70% of Toner usage will not qualify for a refund.
- Aster's lot number and invoice number are required for all returns.

### Shortages and Damaged shipments

- All shortages and damages during transit must be reported to Aster Graphics Inc within 3 business days of delivery of the products.All shortages and damages during transit must be reported to Aster Graphics Inc within 3 business days of delivery of the products.
- Please refuse the shipment if the cargo have been obviously damaged in transit.
- Any damages found after the carrier left, a photograph or picture is required for all damage claim.
- Customer is responsible to make a note on the BOL for any shortage and damage shipments. Please make a copy of the BOL, and either fax or email it to us.
- Please refuse the shipment if the cargo have been obviously damaged in transit.
- Any damages found after the carrier left, a photograph or picture is required for all damage claim.
- Customer is responsible to make a note on the BOL for any shortage and damage shipments. Please make a copy of the BOL, and either fax or email it to us.

\*Any product returns without Return Authorization Number will be refused.

\*RMA# expires within 30 business days from date of issuance.

\*Warranty does not cover damages by operator, technician, or machine (including rotational scratches, gouges, scuff marks, or line scratches).

### Aster Graphics Inc.

12000 Magnolia Ave. Suite 101,  
Riverside, CA 92503  
Tel: 562-404-9315 Fax: 562-404-9570

Email: [rma@goaster.com](mailto:rma@goaster.com)